

OBSERVATION REPORT #111

Verizon-NJ has failed to meet a satisfactory success rate for the opening of trouble tickets via RETAS after receipt of the Provisioning Completion Message (PCM) on the Service Order due date on UNE-P lines migrated from Retail.

Issue

KPMG Consulting attempted to open trouble tickets electronically on a number of lines in New Jersey that were migrated from Retail to UNE-P. The trouble tickets were attempted after receipt of the Provisioning Completion Message (PCM) on the Verizon-provided service order due date. The first attempt was made using the standard RETAS trouble ticket create procedures. Upon failure, KPMG Consulting populated the "Recent Service Indicator" field and supplied the service order ID. Specific information for each attempt is provided in the table below.

This procedure was followed with nine test cases. Nine out of nine trouble ticket create attempts failed even after the receipt of the PCM. This results in a success rate of 0% for the creation of trouble tickets for UNE-P via RETAS after receipt of the PCM on the service order due date. The following day, attempts were made to open tickets on test cases that had failed the previous evening. All of those attempts were successful. Specific information for each of the trouble ticket create attempts performed in the evening is provided in the table below.

Telephone Number	Receipt of PCM: Date & Time	TT Create using SO ID: Date & Time	RETAS Error Code Received
732 831-4282	7/18/01 8:52 PM	7/18/01 9:54 PM	1002
732 831-4237	7/18/01 8:52 PM	7/18/01 9:20 PM	1002
732 831-4239	7/18/01 8:52 PM	7/18/01 9:24 PM	1002
732 831-4241	7/18/01 8:52 PM	7/18/01 9:32 PM	1002
732 831-4247	7/18/01 8:52 PM	7/18/01 9:40 PM	1002
609 671-4945	7/18/01 9:09 PM	7/18/01 9:43 PM	1002
609 671-3233	7/18/01 9:09 PM	7/18/01 9:45 PM	1002
609 671-3335	7/18/01 9:09 PM	7/18/01 9:50 PM	1002
609 671-3337	7/18/01 9:09 PM	7/18/01 9:49 PM	1002

Verizon-NJ's response to a 7/27/01 documentation request, received 7/31/01, stated that "[a] CLEC can enter a trouble ticket after they receive a PCN which indicates to the CLEC that the provisioning process is complete."¹ The response to Observation # 110 notes further that "[i]f a CLEC receives a call from a customer reporting a trouble on the due date of an order to change providers to that CLEC, the CLEC may attempt to use

¹ The response to the document request refers to PCNs; however, in LSOG 4, the CLEC receives a PCM not a PCN.

RETAS.” This statement, however, does not provide a timeframe in which the use of RETAS to open trouble tickets is allowed.

Assessment

The transfer of a service to a new carrier is a very sensitive time; the end-users’ initial opinion of their new provider can be significantly affected by any problems with their service on the day that they are transferred to the new provider. In recognition of that, Verizon has provided alternate methods for opening trouble tickets on newly migrated lines. Verizon’s RETAS guide for CLECs informs wholesale providers that they should use “recent service order indicator” field for newly migrated or provisioned lines. When that option does not function properly, however, it is impossible for a CLEC to open trouble tickets electronically on newly migrated lines.

The end-user (or new CLEC customer) views any trouble with their line to be the responsibility of the CLEC, not Verizon. If the CLEC is unable to open a trouble ticket on newly migrated lines and begin the repair of troubles in a timely manner, the end-users’ first impression of their new service provider will be that of compromised service quality and delayed response to trouble complaints.